## Job Title: Ballpark General Manager

**Department:** Parks and Recreation

**Immediate** 

**Supervisor:** Parks and Recreation Director

<b>Origination Date:</b>	03/27/2007
<b>Revision Date:</b>	07/01/2012
Job Grade	611
FLSA Status	Exempt

#### **BRIEF DESCRIPTION OF THE JOB:**

The Ballpark General Manager is responsible for the administration of the business and maintenance operations for the Ballpark Division. This includes oversight of use agreements, revenue and business/utilization development strategies and implementation, business model development and forecasting, budget development and management as well as maintenance oversight of the 10,000 seat stadium, professional athletic fields and related structures throughout the 103 acre campus. Serves as the liaison to the Cleveland Indians and the Cincinnati Reds key personnel and is responsible for the administration, monitoring, compliance and execution of the team lease agreements.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Develops, implements and oversees Spring Training business operations. Develops and implements strategies to maximize Spring Training revenue for the ballpark, the Cleveland Indians and the Cincinnati Reds. Develops, implements and oversees pricing and sales strategies related to game tickets, concessions, novelties, sponsorship/advertising, and parking. Develops complex reporting mechanisms and introduces revenue and attendance forecasting models. Continually evaluates performance data in order to position operations for maximum revenue generation. Administers and oversees Spring Training revenue settlement for all stakeholders. Oversees Spring Training marketing campaign.
2	S	Develops, implements and oversees facility rental sales, event development and marketing strategies to increase revenue and utilization. Develops, monitors and oversees City signature events. Develops and negotiates contracts for athletic events, concerts, and other events. Develops and oversees marketing strategies for programs and events; approves and monitors applications for use of the facilities by promoters, event planners and outside groups; acts as liaison with Ballpark Village private development or other outside groups promote the ballpark, to promote the ballpark, integrate activities, maintenance and property management; develops facility rental policies, procedures and fees; ensures rental agreements are processed and compliance is met.
3	S	Oversees and evaluates the activities and operations of the division; develops, establishes and enforces policies and procedures; ensures compliance with City policies and procedures.

	Physical Strength	
	Code	ESSENTIAL FUNCTIONS
4	L	Oversees and ensures campus facilities and grounds are maintained to Major League Baseball Standards. Develops and /or oversees the maintenance program for ballpark facilities and grounds including mechanical, electrical, plumbing and irrigation systems and professional athletic fields; inspects facilities for damage and required maintenance or repairs; inspects work of subordinates to ensure proper methods of propagating, planting, cultivating and maintenance of athletic fields; enters into contracts with outside vendors for facility repairs, where necessary. Develops, oversees and executes the capital improvement/replacement plan for the 103 acre campus.
5	S	Develops, implements and oversees work plans to achieve assigned goals and objectives; develops and tracks the annual division budget; develops, implements and evaluates work processes, systems and procedures to achieve division and City goals and objectives.
6	S	Plans and evaluates the performance of division staff; establishes performance requirements, revenue goals and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; takes disciplinary action to address performance deficiencies in accordance with the City's policies.
7	S	Administers division budget by preparing annual division budget and supplemental requests, reviewing and approving requisitions and monitoring division expenditures. Prepares, interprets and explains complex financial and administrative reports, reviews technical reports, budget estimates and service contracts; researches and plans for the purchase of division equipment, supplies and materials; requisitions and inventories materials, equipment and supplies. Maintains a variety of operational and financial records; oversees accounts receivable for sales and facility rentals; prepares a variety of financial and facility usage reports.
8	S	Develops, implements, and presents various reports, summaries, projects, and/or COACs to Mayor and Council, City Management, other departments, or the public.
9	S	Acts on behalf of the Parks and Recreation Director by attending Council meetings, workshops, and other meetings. Assigns and delegates projects and activities and coordinates Department business in the Director's absence.

## JOB REQUIREMENTS:

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Formal Education/	Work requires broad knowledge in a general professional or technical field.
Knowledge	Knowledge is normally acquired through four years of college resulting in a
	Bachelor's degree or equivalent.
Experience	Minimum five years experience in a related field.
Certifications and	Valid Driver's License
Other Requirements	
Reading	Work requires the ability to read general correspondence, memorandums,
	letters, technical reports, and engineering studies at a college level.
Math	Work requires the ability to perform general math calculations such as
	addition, subtraction, multiplication, division, and basic algebra.
Writing	Work requires the ability to write reports, contracts, COAC's letters, surveys, and business plans at a college level. Comprehend and make inferences from written material. Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
Managerial	Semi-Complex - Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Budget Responsibility	Significant - Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management
Policy/Decision Making	Significant - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
Technical Skills	Broad Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Interpersonal/Human Relations Skills	Moderate - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.

## **Physical Demands**

**Frequency Code Scale** 

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	<ul> <li>☑ Making presentations</li> <li>☑ Observing work site</li> <li>☑ Observing work duties</li> <li>☑ Communicating with co-workers</li> </ul>	Pushing/ Pulling	□ N □ R □ O □ F □ C	<ul> <li>☒ File drawers</li> <li>☐ Equipment</li> <li>☒ Tables and chairs</li> <li>☐ Hoses</li> </ul>
Fine Dexterity	□ N □ R □ O □ F ☑ C	<ul><li>☑ Computer keyboard</li><li>☑ Telephone keypad</li><li>☑ Calculator</li><li>☐ Calibrating equipment</li></ul>	Climbing	□ N □ R □ O □ F □ C	Stairs     Ladders     Step stools     Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	<ul><li>☒ To other departments/offices</li><li>☒ Around work site</li></ul>	Vision	□ N □ R □ O □ F ⊠ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☒ Driving</li><li>☒ Observing work site</li></ul>
Lifting	□ N ⊠ R □ O □ F □ C	<ul><li>☑ Supplies</li><li>☑ Equipment</li><li>☑ Files</li></ul>	Foot Controls	□ N ⊠ R □ O □ F □ C	<ul><li>☑ Driving</li><li>☐ Operating heavy</li><li>equipment</li><li>☐ Operating Dictaphone</li></ul>
Carrying	□ N ⊠ R □ O □ F □ C	⊠ Supplies □ Equipment ⊠ Files	Balancing	⊠ N □ R □ O □ F □ C	☐ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R □ O □ F ☑ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li><li>☐ Making repairs</li></ul>
Reaching	□ N □ R □ O ⊠ F □ C	<ul><li>☒ For supplies</li><li>☒ For files</li></ul>	Crouching	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>
Handling	□ N □ R □ O □ F ⊠ C	<ul><li>☑ Paperwork</li><li>☑ Monies</li></ul>	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via     telephone/radio, to     co-workers/public     ☑ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>	Twisting	□ N □ R □ O □ F ⊠ C	<ul><li>☑ From computer to telephone</li><li>☐ Getting inside vehicle</li></ul>
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	'	•	,

<b>Physical Demands (continue</b>	ed)								
Machines, Tools, Equipmen	t and Work	Aids:							
Telephone, blackberry, PA equipment,			ıt, calc	culator, co	pier, fax, all	office t	ools.		
	*	0 1 1							
Computer Fauinment and	Coftwoner								
Computer Equipment and S									
Computer, Microsoft Office, publisher,	scanner, interne	ા.							
<b>Environmental Factors:</b>									
Environmental Condition	ons	Never	Sea	sonally	Several T Per Mor		Several Ti Per Wee		Daily
Extreme temperature (heat, cold, extreme temp. changes f	rom outside	$\boxtimes$							
work)				_			_		_ <b>_</b>
Wetness and/or humidity (bodily discomfort from moisture)		×							
Respiratory hazards	• •	×							
(fumes, gases, chemicals, dust and d Noise and vibration	irt)			_			_		_
(sufficient to cause hearing loss)		×							
Physical hazards (high voltage, dangerous machinery	nggrassiya	$\boxtimes$							
prisoners, patients – <u>not customers</u> )	, aggressive			Ц	]				]
Health and Safety Condition	าร•								
Health and Safety Conditions	N = Never	R = Rarel	v	O = Oc	casionally	F=	Frequently	C =	Constantly
	Never	Less than	-		more of		n 1/3 to 2/3		or more of
	occurs	hour per we	eek	the	time	of	the time	1	the time
Mechanical hazards	×								
Chemical hazards	×								
Electrical hazards	×								
Fire hazards	×								
Explosives	X								
Communicable diseases	×								
Physical danger or abuse	×								
Other (specify)									
Primary Work Location:  ☐ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood ☐ Outdoors ☐ Other (Specify)	od Centers								
Protective Equipment Requ	ired:								

### **Job Demands**

### **Overall Strength Demands:**

	Overall Strength Demands
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations		×		
Frequent Change of Tasks	×			
Irregular Schedule/Overtime	×			
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work				$\boxtimes$
Noisy/Distracting Environment				×
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

#### Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.